Company Name:	Ho	nitos Telephone	e Company	U#:	1011	Report Year:	2018
Reporting Unit Type:	✓ Total Company	Exchange	Wire Center	Reporting Unit N	ame:	Total Company	

		41.5		Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarte	•		3rd Quarter			4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	1	Total # of business days	14	12	26	18	27	27	0	13	7			1
Min. standard = 5 bi		Total # of service orders	5	4	8	5	2	4	0	4	2			1
IVIIII. Stariuaru – 3 bi	us. days	Avg. # of business days	2.80	3.00	3.25	3.60	13.50	6.75	#DIV/0!	3.25	3.50			1
		Total # of installation commitments	5	4	8	5	2	4	0	4	2			
Installation Commi	itment	Total # of installation commitment met	8	4	8	5	2	3	0	4	2			l
Min. standard = 95%	% commitment met	Total # of installation commitment missed	0	0	0	0	0	1	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			ĺ
Customers		Acct # for voice or bundle, res+bus	364	360	357	356	348	351	347	343	341			ĺ
Customer Trouble	Report	·												ĺ
	i	Total # of working lines												ĺ
	6% (6 per 100 working lines for	Total # of trouble reports												ĺ
7	units w/ ≥ 3,000 lines)	% of trouble reports												ĺ
Standard		·					-	-						
ŭ,	8% (8 per 100 working lines for	Total # of working lines												
Š	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min.	,	% of trouble reports												
Ē	10% (10 per 100 working lines	Total # of working lines	439	437	432	433	429	423	424	419	417			ł
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	9	8	47	33	4	9	5	29	14			
	101 di 1110 111 = 1,000 iii.100)	% of trouble reports	2.05%	1.83%	10.88%	7.62%	0.93%	2.13%	1.18%	6.92%	3.36%			1
		Total # of outage report tickets	6	7	45	25	2	7	1	24	7			1
		Total # of repair tickets restored in ≤ 24hrs	5	4	8	11	1	3	1	13	4			
Adjusted		% of repair tickets restored ≤ 24 Hours	83%	57%	18%	44%	50%	43%	100%	54%	57%			1
Out of Service Rep	port	Sum of the duration of all outages (hh:mm)	92.38	206.82	1945.93	928.92	142.77	227.15	23.08	516.22	169.72			1
Min. standard = 90%	% within 24 hrs	Avg. outage duration (hh:mm)	15.40	29.55	43.24	37.16	71.39	32.45	23.08	21.51	24.25			
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	6	7	45	25	2	7	1	24	7			
Out of Service Rep	oort	Total # of repair tickets restored in ≤ 24hrs	3	2	3	5	0	0	1	12	1			
		% of repair tickets restored ≤ 24 Hours	50%	29%	7%	20%	0%	0%	100%	50%	14%			
		Sum of the duration of all outages (hh:mm)	296.98	304.67	2690.1	1462.07	262.016	558.27	23.08	589.18	477.62			
		Avg. outage duration (hh:mm)	49.50	43.52	59.78	58.48	131.01	79.75	23.08	24.55	68.23			
Refunds		Number of customers who received refunds	2	1		4	0	2	0	1	1			
		Monthly amount of refunds	\$ 56.10	\$ 26.55		\$ 108.65	\$ -	\$ 72.00	0	\$ 36.05	\$ 26.55			
Answer Time (Troub	ble Reports, Billing & Non-Billing)													
Min. standard = 80%	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent												
1	- ,	%<60 seconds												

Primary Utility Contact Information

Name: Gail Long	Phone: 541-516-8210	Email: gail.long@tdstelecom.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:		Hornitos Telepl	none Company		U#:1	011 Report Year:	2018
Reporting Unit Type:	Total Company	√ Exchange	Wire Center		Reporting Unit Name:	Catheys Valley	
Management (Occupilla				Date filed	Date filed	Date filed	Date filed

	Management (Committee	and the file mandage A		Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	,
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval		Total # of business days	1	3	23	4	0	6	0	6	0			
Min. standard = 5 bu	=	Total # of service orders	2	1	5	1	0	2	0	2	0			
IVIII. Standard = 5 bt	us. days	Avg. # of business days	0.50	3.00	4.60	4.00	#DIV/0!	3.00	#DIV/0!	3.00	#DIV/0!			
		Total # of installation commitments	2	1	5	1	0	2	0	2	0			
Installation Commi	tment	Total # of installation commitment met	2	1	5	1	0	1	0	2	0			
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0	0	0	1	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	123	121	122	123	117	117	116	116	115			
Customer Trouble	Report													
	00/ /0 400 1: 1: 1	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
Min. Standard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines												i
) ta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
٠,	uritis w/ 1,001 - 2,999 iii les)	% of trouble reports												
Ē	10% (10 per 100 working lines	Total # of working lines	146	144	141	144	145	138	138	137	136			
	for units w/ ≤ 1.000 lines)	Total # of trouble reports	3	1	14	12	0	0	2	2	3			
	101 dring W/ = 1,000 iii103)	% of trouble reports	2.05%	0.69%	9.93%	8.33%	0.00%	0.00%	1.45%	1.46%	2.21%			
		Total # of outage report tickets	3	1	14	10	0	0	0	0	0			
		Total # of repair tickets restored in ≤ 24hrs	3	0	1	3	0	0	0	0	0			
Adjusted		% of repair tickets restored ≤ 24 Hours	100%	0%	7%	30%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
Out of Service Rep		Sum of the duration of all outages (hh:mm)	25.93	66.13	600.88	413.13	0	0	0	0	0			
Min. standard = 90%	6 within 24 hrs	Avg. outage duration (hh:mm)	8.64	66.13	42.92	41.31	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			i .
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	3	1	14	10	0	0	0	0	0			
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	2	0	1	3	0	0	0	0	0			
1		% of repair tickets restored ≤ 24 Hours	67%	0%	7%	30%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
		Sum of the duration of all outages (hh:mm)	82.5	90.13	648.78	580.81	0	0	0	0	0			i .
		Avg. outage duration (hh:mm)	27.50	90.13	46.34	58.08	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!		 '	
Refunds		Number of customers who received refunds	1	0	0	2	0	0	0	0	0			igsquare
		Monthly amount of refunds	\$ 29.55	\$ -	\$ -	\$ 57.55	\$ -	\$ -	\$ -	\$ -	\$ -		 '	igcup
	ole Reports, Billing & Non-Billing)													
Min. standard = 80%	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent												
	- ,	%<_60 seconds												

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:		Hornitos Telephone Company U#: 1011				_		Report Year:		2018						
Reporting Unit Ty	ype:	otal Company	√ Exchange	Wire Center					Reporting Un	it Name:		Exchequer				
						Date filed			Date filed			Date filed		Date file		
	Measurement (Compile r	nonthly, file qua	arterly)			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
					Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interval	1	Total # of business	s days		0	0	0	0	0	0	0	3	0	1		
Min. standard = 5 bu		Total # of service of	orders		0	0	0	0	0	0	0	1	0			
Willi. Standard = 5 Du	is. days	Avg. # of business	days		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	3.00	#DIV/0!			
		Total # of installati	on commitment	S	0	0	0	0	0	0	0	1	0	<u> </u>		
Installation Commi	itment	Total # of installation	on commitment	met	0	0	0	0	0	0	0	1	0	ĺ		
Min. standard = 95%	6 commitment met	Total # of installation	on commitment	missed	0	0	0	0	0	0	0	0	0			
		% of commitment	met		100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or	bundle, res+bu	ıs	26	26	26	26	26	27	27	27 28 27				
Customer Trouble	Report															
	i e	Total # of working	lines													
	6% (6 per 100 working lines for	Total # of trouble r														
ъ	units w/ ≥ 3,000 lines)	% of trouble report	te													
<u>ā</u>		1							1						+	
ä	8% (8 per 100 working lines for	Total # of working												⊢—		
ž	units w/ 1,001 - 2,999 lines)	Total # of trouble r													ļ	
Min. Standard		% of trouble report	ts												ļ	
Σ	10% (10 per 100 working lines	Total # of working			42	43	43	43	43	42	42	42	43	<u> </u>		
	for units w/ ≤ 1,000 lines)	Total # of trouble r			2	0	1	1	0	0	0	2	0	<u> </u>		
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	% of trouble report			4.76%	0.00%	2.33%	2.33%	0.00%	0.00%	0.00%	4.76%	0.00%	<u> </u>		
		Total # of outage r			0	0	1	1	0	0	0	2	0		J	
		Total # of repair tio			0	0	1	1	0	0	0	1	0	↓		
Adjusted		% of repair tickets			#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!	└		
Out of Service Rep		Sum of the duration		s (hh:mm)	0	0	0.18	6.95	0	0	0	51.25	0	⊢—		
Min. standard = 90%	6 within 24 hrs	Avg. outage durati	ion (hh:mm)		#DIV/0!	#DIV/0!	0.18	6.95	#DIV/0!	#DIV/0!	#DIV/0!	25.63	#DIV/0!	⊢	ļ	
		Indicate if catastro	phonc event is	in a month												
Unadjusted		Total # of outage r	eport tickets		0	0	1	1	0	0	0	2	0			l
Out of Service Rep	ort	Total # of repair tio			0	0	1	1	0	0	0	1	0			
		% of repair tickets			#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	50%	#DIV/0!	<u> </u>		
		Sum of the duration		(hh:mm)	0	0	0.2	6.95	0	0	0	51.23	0		J	
		Avg. outage durat			#DIV/0!	#DIV/0!	0.20	6.95	#DIV/0!	#DIV/0!	#DIV/0!	25.62	#DIV/0!	<u> </u>		
Refunds		Number of custom		ed refunds	0	0	0	0	0	0	0	0	0		J	
		Monthly amount of	f refunds		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
	le Reports, Billing & Non-Billing)							1						<u> </u>		
Min. standard = 80%	6 of calls < 60 seconds to reach	Total # of calls for	TR, Billing & No	on-Billing										<u> </u>		
live agent (w/a menu	u option to reach live agent).	Total # of call seco	onds to reach liv	/e agent												
		%< 60 seconds												1		
] =														
						P	rimary Utility C	ontact Informat	tion	•	•	•	•			

Email:

Date Adopted: 7/28/09

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Name:

Company Name:	Ho	ornitos Telepho	ne Company	U#:	1011		Report Year:	2018
Reporting Unit Type:	total Company	 ✓ Exchange	Wire Center	Report	ng Unit Name:	Hornitos		

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	· · · ·	Total # of business days	5	4	1	3	0	20	0	4	4			
Min. standard = 5		Total # of service orders	2	1	1	2	0	1	0	1	1			
iviiri. Staridard = 5	bus. days	Avg. # of business days	2.50	4.00	1.00	1.50	#DIV/0!	20.00	#DIV/0!	4.00	4.00			
		Total # of installation commitments	2	1	1	2	0	1	0	1	1			
Installation Com	mitment	Total # of installation commitment met	2	1	1	2	0	1	0	1	1			
Min. standard = 95	5% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	110	108	105	104	104	105	103	100	100			
Customer Troub	le Report													
		Total # of working lines					İ	1						†
	6% (6 per 100 working lines for	Total # of trouble reports												1
,	units w/ ≥ 3,000 lines)	3,000 lines) % of trouble reports												
Min. Standard														
ä	8% (8 per 100 working lines for	Total # of working lines												
ŭ	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												├
<u>≐</u> .		% of trouble reports												
≥	10% (10 per 100 working lines	Total # of working lines	139	138	136	136	134	135	135	132	132			
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	1	5	11	10	1	4	1	3	2			
	,,,	% of trouble reports	0.72%	3.62%	8.09%	7.35%	0.75%	2.96%	0.74%	2.27%	1.52%			
		Total # of outage report tickets	0	4	11	6	1	4	1	1	1			
		Total # of repair tickets restored in ≤ 24hrs	0	2	1	3	0	2	1	0	0			
Adjusted		% of repair tickets restored ≤ 24 Hours	#DIV/0!	50%	9%	50%	0%	50%	100%	0%	0%			
Out of Service Re	eport	Sum of the duration of all outages (hh:mm)	0	129.15	591.68	129.8	140.5	37.03	23.08	53.35	47.67			
Min. standard = 90		Avg. outage duration (hh:mm)	#DIV/0!	32.29	53.79	21.63	140.50	9.26	23.08	53.35	47.67			
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	0	4	11	6	1	4	1	1	1			
Out of Service Re	eport	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	0	0	1	0	0			
	-	% of repair tickets restored ≤ 24 Hours	#DIV/0!	0%	9%	0%	0%	0%	100%	0%	0%			
		Sum of the duration of all outages (hh:mm)	0	190.75	782.15	318.73	164.5	201.51	23.08	77.33	47.65			
		Avg. outage duration (hh:mm)	#DIV/0!	47.69	71.10	53.12	164.50	50.38	23.08	77.33	47.65			
Refunds	·	Number of customers who received refunds	0	1	0	1	0	0	0	0	0			
		Monthly amount of refunds	\$ -	\$ 26.55	\$ -	\$ 25.55	\$ -	\$ -	\$ -	\$ -	\$ -			
Answer Time (Tro	puble Reports, Billing & Non-Billing)													
	0% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	enu option to reach live agent).	Total # of call seconds to reach live agent												
		%< 60 seconds		1										
				İ	İ	İ	İ	1						†

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Hor	rnitos Telephor	ne Company	U#:	1011	Report Year:	2018
Reporting Unit Type:	otal Company	Exchange	Vire Center	Reporting Unit N	ame:	Mt. Bullion	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile m	nonthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	r
			Jan	Feb	Mar	Apr	Mav	Jun	July	Aug	Sept	Oct	Nov	Dec
la stelletien laten.	-1	Total # of business days	1	5	1	11	27	1	0	0	3			
Installation Interv Min. standard = 5 b		Total # of service orders	1	2	1	2	2	1	0	0	1			
IVIIII. Stanuaru = 5 t	ous. days	Avg. # of business days	1.00	2.50	1.00	5.50	13.50	1.00	#DIV/0!	#DIV/0!	3.00			
		Total # of installation commitments	1	2	1	2	2	1	0	0	1		1	
Installation Comn	nitment	Total # of installation commitment met	1	2	1	2	2	1	0	0	1		1	
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0	0	0	0	0	0	0			
		% of commitment met	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Customers		Acct # for voice or bundle, res+bus	105	105	104	103	101	102	101	99	99			
Customer Trouble	e Report												 	
		Total # of working lines												
	6% (6 per 100 working lines for Total # of trouble reports													
Min. Standard	units w/ > 3 000 lines)													
Ē	8% (8 per 100 working lines for Total # of working lines													
ž.	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
٠,	units w/ 1,001 - 2,999 intes/	% of trouble reports												
Ē	100/ (10 100	Total # of working lines	112	112	112	110	107	108	109	108	106			
	10% (10 per 100 working lines	Total # of trouble reports	3	2	21	10	3	5	2	22	9			
	for units w/ ≤ 1,000 lines)	% of trouble reports	2.68%	1.79%	18.75%	9.09%	2.80%	4.63%	1.83%	20.37%	8.49%			
	•	Total # of outage report tickets	3	2	21	8	1	3	0	21	6		 	
		Total # of repair tickets restored in < 24hrs	2	2	6	4	1	1	0	12	4			
Adjusted		% of repair tickets restored ≤ 24 Hours	67%	100%	29%	50%	100%	33%	#DIV/0!	57%	67%			
Out of Service Re	port	Sum of the duration of all outages (hh:mm)	66.45	11.53	753.77	379.03	2.27	190.12	0	411.62	122.05			
Min. standard = 90		Avg. outage duration (hh:mm)	22.15	5.77	35.89	47.38	2.27	63.37	#DIV/0!	19.60	20.34			
Wiiii. Staildard – 50	70 Willin 24 1113	Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	3	2	21	8	1	3	0	21	6			
Out of Service Re	port	Total # of repair tickets restored in ≤ 24hrs	1	2	1	1	0	0	0	11	1			
	-	% of repair tickets restored ≤ 24 Hours	33%	100%	5%	13%	0%	0%	#DIV/0!	52%	17%			
		Sum of the duration of all outages (hh:mm)	214.48	23.8	1259	555.57	97.52	356.77	0	460.6	429.97			
		Avg. outage duration (hh:mm)	71.49	11.90	59.95	69.45	97.52	118.92	#DIV/0!	21.93	71.66			
Refunds		Number of customers who received refunds	0	0	0	1	0	2	0	1	1			
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ 25.55	\$ -	\$ 72.00	\$ -	\$ 36.05	\$ 26.55		\bot	
	uble Reports, Billing & Non-Billing)					<u> </u>	<u> </u>	1	<u> </u>	<u> </u>	<u> </u>		<u> </u>	<u> </u>
Min. standard = 80	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
÷ .	- '	%< 60 seconds												
		=				İ	İ		İ		İ		†	

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)